

Contractor Readiness Review Requirements

OAAS may adjust dates dependent on the execution of the contract.

Dates are approximate based on the anticipated GO-LIVE DATE of 7/1/2016.

PHASE ONE (Contract Award Date to Go-Live Date)				
Phase One Deliverable	A. Due Date to OAAS	B. Revision to OAAS if needed	C. Final OAAS Approval	For OAAS Use Only
1. Transition/Implementation Plan	Within thirty (30) days from the announcement of the contract award			
2. Operations Manual	6/1/16	10 calendar days after notice of needed correction		
3. Written policies, procedures and job descriptions for each functional area	6/1/16	10 calendar days after notice of needed correction		
4. Initial QA/QI plan	6/1/16	10 calendar days after notice of needed correction		
5. Corrective Action Plan (CAP) in response to any deficiency identified by OAAS at any time during the Transition Period	10 calendar days after OAAS' notification of deficiency unless deficiency corrected prior to that date	10 calendar days after notice of needed correction		
6. Designation and identification of key staff positions 7. Resumes of each key staff	No later than 2 weeks after announcement of the contract award			

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<p>8. Organizational information that has changed relative to the Proposal, such as updated job descriptions and updated organization charts</p> <p>9. Organization chart for each subcontractor</p>	No later than 2 weeks after announcement of the contract award			
10. Additional required staff are hired.	No later than 6/1/16			
11. Documentation of staff training which is not required to be performed by OAAS	No later than Go-Live			
<p>12. OAAS Required Training</p> <p><i>See Procurement Library for <u>List of OAAS Required Training</u>.</i></p>	Staff including call center staff, assessor staff, supervisory staff and those who perform LOCET and level of care screening decisions must be available to be trained by OAAS no later than 6/8/16			
13. Demonstrate proper operation of the Automated Call Distributor (ACD) systems and all other required telecommunication systems and equipment.	6/1/16			
14. Submit written notices to OAAS for review. This includes, but is not limited to, final drafts of notices derived from OAAS templates and other communications to participants, providers, OAAS, DHH and others as required within this RFP.	30 days prior to Go-Live			

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15. Complaint policy and procedures which address abuse, neglect, licensing, and fraud	30 days prior to Go-Live			
16. Complaint policy and process which address contractor performance and other program issues	30 days prior to Go-Live			
17. Customer satisfaction survey which addresses callers' and participants' satisfaction with contractor's functions	Go-Live date			
18. Statewide Resource Directory	2 weeks prior to Go-Live			
19. Systems Quality Assurance Plan information systems documentation requirements	30 days prior to Go-Live			
20. Systems Contingency Plan	30 days prior to Go-Live			
21. Emergency management plan	30 days prior to Go-Live			
22. Detailed descriptions of process and information flows and data interfaces as delineated in Section 6.0 of the RFP	30 days prior to Go-Live			
23. Demonstration of contractor's ability to accept into its system any and all necessary data files and information available from DHH or its contractors necessary to support the Contract	30 days prior to Go-Live			
24. Complete installation, verify, and demonstrate proper operation of all hardware, software, and telecommunications required to support the Contract.	30 days prior to Go-Live			

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25. Define, document, and verify modifications to the contractor's existing system(s) required to support the business functions of the Contract.	30 days prior to Go-Live			
26. Provide a demonstration and assessment of information system security.	30 days prior to Go-Live			
27. Provide DHH and designated contractors with test data files for systems and interface testing for all external interfaces and transfers.	30 days prior to Go-Live	10 calendar days		
28. Provide documentation on systems and facility security.	30 days prior to Go-Live			
29. Any other deliverable for Phase One as delineated in the RFP	As provided in the RFP or as directed by OAAS			

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PHASE TWO (Begins at Go-Live Date)				
OAAS will conduct a review of the contractor's work during the first four weeks of Phase Two.				
Phase Two Deliverable	A. Start Date	B. Expectation	D. Final OAAS Approval	For OAAS Use Only
30. Stand up call center operations. 31. Provide effective Information and Referral.	7/1/16	Call center is fully functional		
32. Provide timely and appropriate Level of Care Screening using Level of Care Eligibility Tool (LOCET).	7/1/16	80% accuracy in LOCET screening within first 30 days		
33. Schedule and conduct initial MDS-HC assessments for new applicants for LTPCS who meet screening eligibility and develop plan of care when appropriate.	7/1/16	80% accuracy in MDS-HC assessments within first 30 days		
34. Perform any required status change assessments for participants certified into LTPCS by the incoming contractor after Go-Live. 35. Make any necessary revisions to the participant's plan of care.	7/1/16	80% accuracy in MDS-HC assessments within first 30 days		
36. Confirm service delivery and other workflow steps as outlined in this RFP.	7/15/16	Performed according to guidelines as delineated in RFP or as specified by OAAS		

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Phase Two Deliverable	A. Start Date	B. Expectation	D. Final OAAS Approval	For OAAS Use Only
37. Issue appropriate written notices and other communications to participants, providers, OAAS, DHH and others as required within this RFP.	7/1/16	Performed according to guidelines as delineated in RFP or as specified by OAAS		
38. Participate in Appeals.	7/15/16	Performed according to guidelines as delineated in RFP or as specified by OAAS		
39. Any other Phase Two deliverable as delineated in the RFP	As provided in the RFP or as directed by OAAS			

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PHASE THREE (Begins 45 Calendar Days After Go-Live Date Estimated to be August 16, 2016)				
OAAS will conduct a review of the contractor's work during the first four weeks of Phase Three.				
Phase Three Deliverable	A. Due Date	B. Expectation	D. Final OAAS Approval	For OAAS Use Only
40. Perform all functions and deliverables according to the standards in this RFP.	Upon successful completion of Phase II	At least an 80% success level on any of the contract deliverables noted in any of the Transition Period requirements	As soon as expectation is achieved	
41. Any remaining written materials not previously required to be submitted	8/1/16			

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